The Humboldt-Del Norte Independent Practice Association

PBGH PACIFIC BUSINESS GROUP ON HEALTH
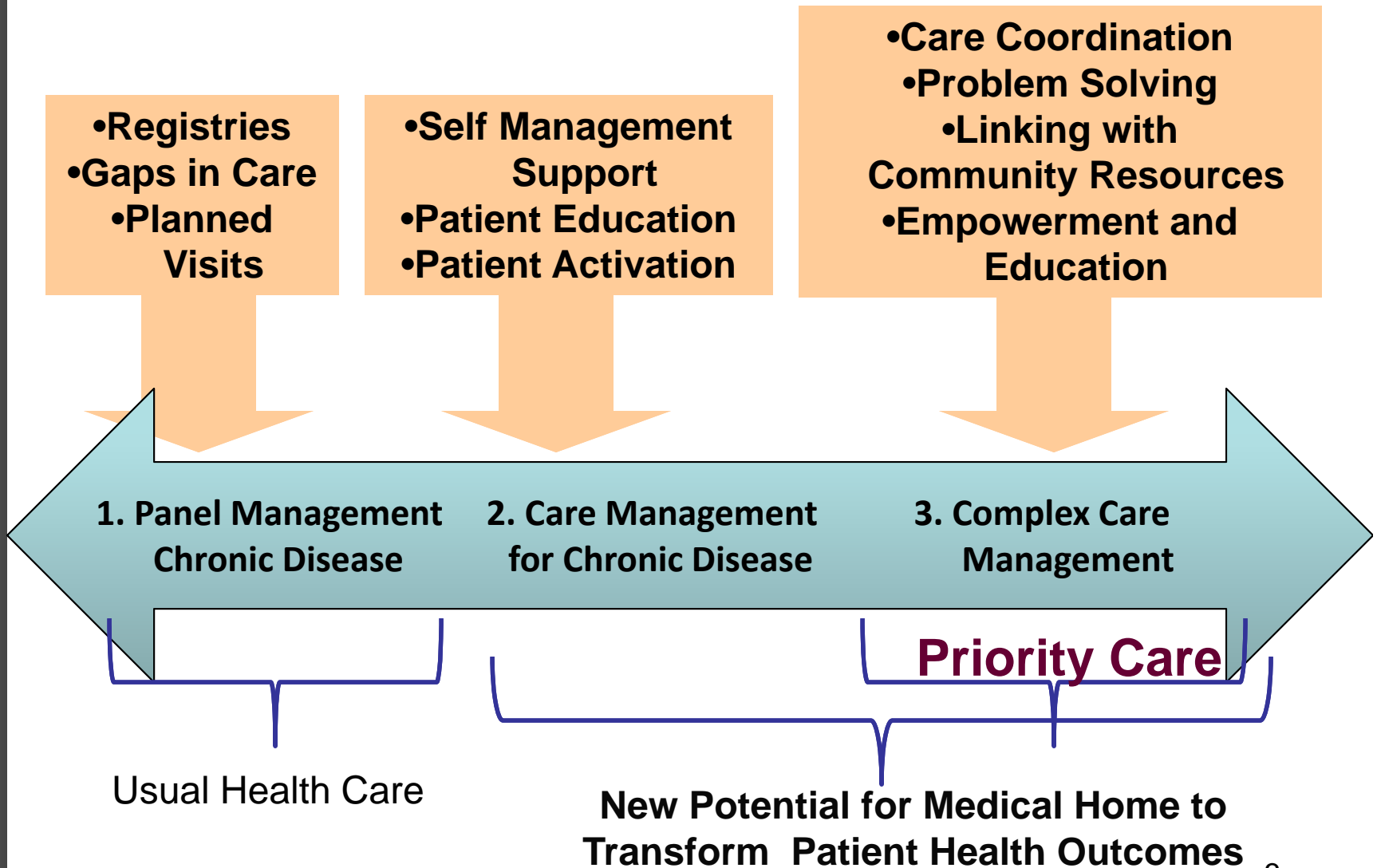
CalPERS

Anthem. Health. Join In.

Priority CARE

Health Benefits Committee
November 15, 2011

Dr. Bruce Kessler
Lisa Nedlan, RN, BSN
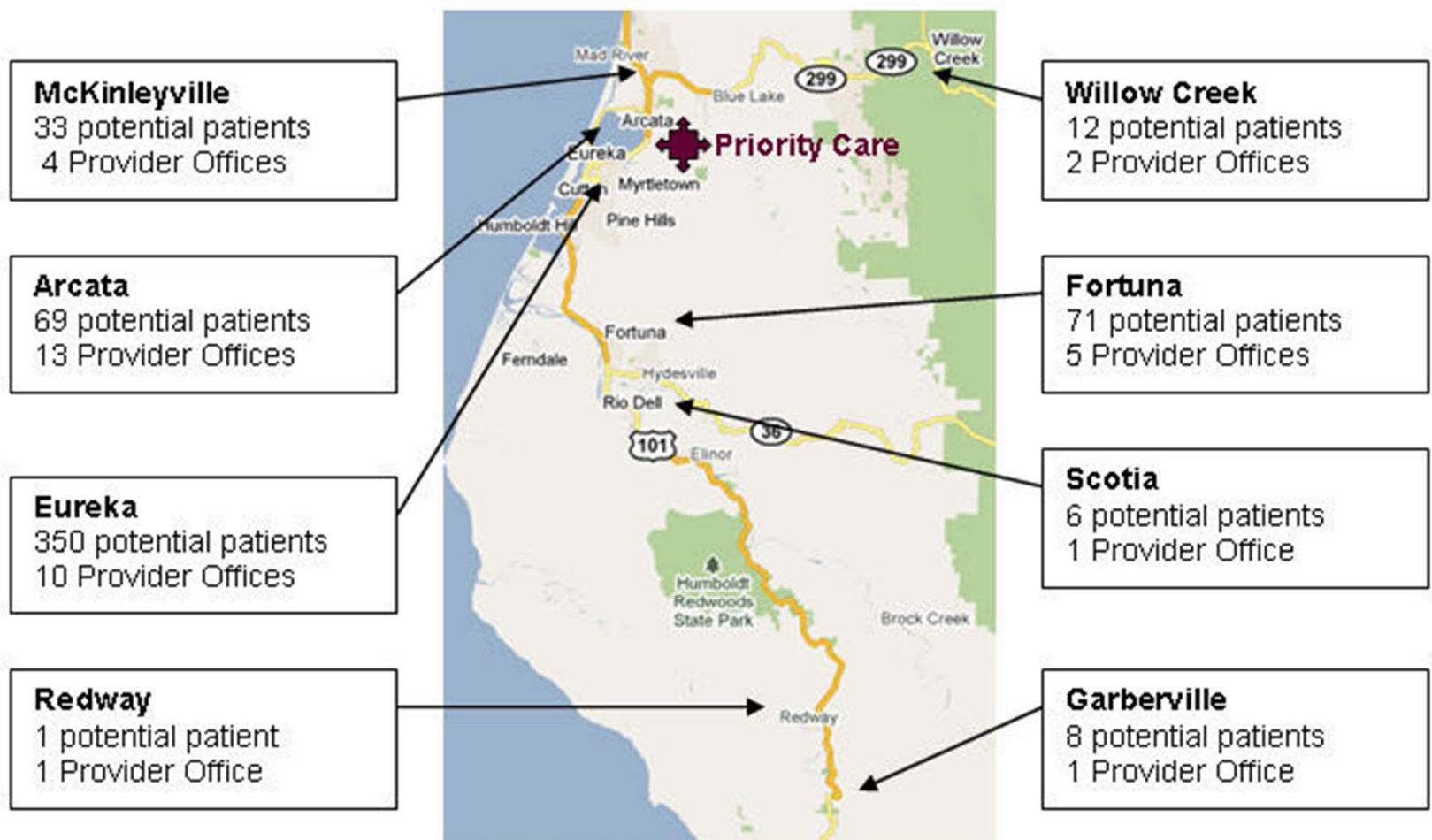
Background On Humboldt IPA

- **Rural county the size of Connecticut with 130,000 population**

- **350 member IPA**
  - **210 physicians, 80 mid-levels, 60 mental health professionals**

- **> 95% of all providers**
  - **including safety net**
  - **average practice size 3 MDs**

- **Aligning Forces for Quality – RWJF**
  - **Public reporting, QI, equity, payment reform, consumer engagement**

Primary Care Population Health Applications

Priority Care *(vertical, left bar)*

Humboldt-Del Norte IPA *(vertical, left bar)*

- Registries
- Gaps in Care
- Planned Visits

- Self Management Support
- Patient Education
- Patient Activation

- Care Coordination
- Problem Solving
- Linking with Community Resources
- Empowerment and Education

1. Panel Management Chronic Disease

2. Care Management for Chronic Disease

3. Complex Care Management

Priority Care

Usual Health Care

New Potential for Medical Home to Transform Patient Health Outcomes

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Provider and Member Locations

McKinleyville
33 potential patients
4 Provider Offices

Arcata
69 potential patients
13 Provider Offices

Eureka
350 potential patients
10 Provider Offices

Redway
1 potential patient
1 Provider Office

Willow Creek
12 potential patients
2 Provider Offices

Fortuna
71 potential patients
5 Provider Offices

Scotia
6 potential patients
1 Provider Office

Garberville
8 potential patients
1 Provider Office

Priority Care

HDNFMC = "Home Base" PCP Clinic sites range 14 mile north, 69 miles south and 49 miles east.

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Financial Model

- **PMPM** to cover RN care managers – projected caseload 200
  - Costs for software development, payments to PCPs for recruiting, and CMO not included in PMPM
- **Shared savings** split between PERS/IPA/Anthem:
  - PERS 50%
  - IPA 45%
  - Anthem 5%

Enrollment to date = **72%**

- 170 members enrolled
- 66 members declined
- 484 in progress

Office visits, letters, faxes, phone calls and MORE!

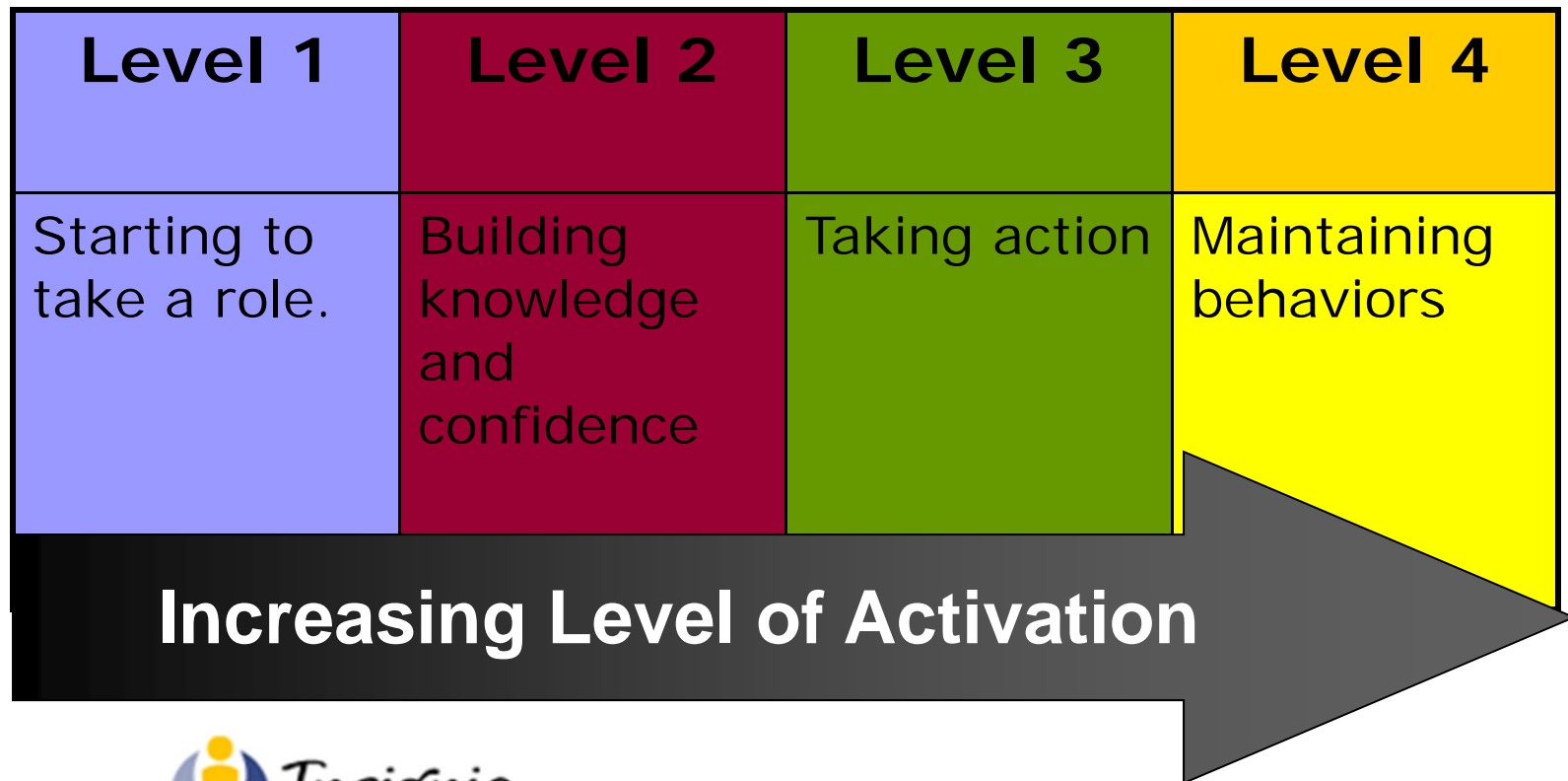# SF-12 Health Survey measures eight domains of health:

- Physical functioning
- Role limitations due to physical health
- Bodily pain
- General health perceptions

- Vitality,
- Social functioning,
- Role limitations due to emotional problems
- Mental health

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The PHQ-9 is a powerful tool for assisting primary care clinicians in diagnosing depression as well as selecting and monitoring treatment.
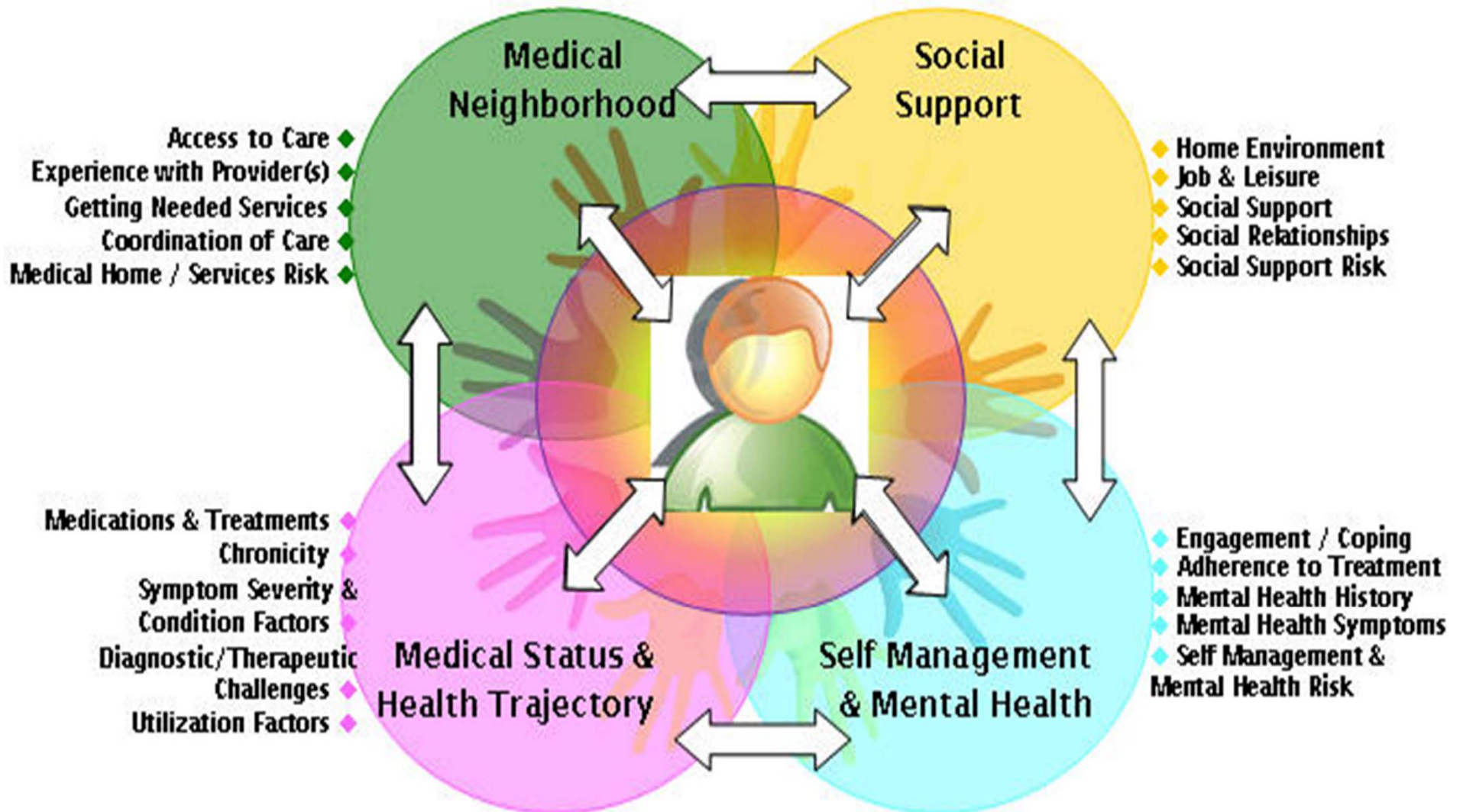
Score	Diagnosis	% of Members
0 - 4	No symptoms =	53%
5 - 9	Minimal Symptoms =	38%
10 - 14	minor depression =	5%
5 - 19	major depression =	0%
>20	major depression, severe =	4%

The **Patient Activation Measure® (PAM®)** assessment gauges the knowledge, skills and confidence essential to managing one's own health and healthcare.

Level 1	Level 2	Level 3	Level 4
Starting to take a role.	Building knowledge and confidence	Taking action	Maintaining behaviors

Increasing Level of Activation

Insignia Health

Measure. Engage. Activate.

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RN Assessment – The Four Domains

The Team = Patient, Providers, RN Care Manager, patient's support network

Accomplishments

- **Provider and Member engagement**
- **Effective enrollment strategies**
- **Open communication channels for all participants**
- **Shareable electronic Care Management software in place**
- **Strong, effective Member-RN relationships established and on-going**
- **Evidence of cost savings**

Priority Care

Humboldt-Del Norte IPA

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For additional information:

(707) 442 – 0478

http://hdnfmc.com/prioritycare.php